Focused Inbox for Office 365 Outlook Web Access (OWA)

About Focused Inbox

1. **What is it?**
   The Focused Inbox is a feature you'll find in some of the ways you access your Office 365 Email, such as Outlook Web Access (OWA), and the Outlook Mobile App, but not Outlook on your AMO PC.
   It separates email in your inbox into two tabs, Focused & Other. Where the emails Office 365 thinks are important are in the Focused tab while the rest are in the Other tab.

2. **How does it work?**
   Office 365 scans the email and takes your input to determine what goes to Focused & Other. For example, it will try to put newsletters in the Other tab and email from people you interact with often in the Focused tab.
   If you tell Office 365 that an email should have been in Focused or Other, by moving it, it will learn after a few days and start automatically putting new emails like it where you want them.

Viewing Mail in the Focused and Other Tabs

The Focused and Other tabs will appear at the top of your mailbox. You'll be informed about email flowing to Other, and you can switch between tabs any time to take a quick look.

1. Click on “Focused” or “Other” to switch back and forth between the tabs.
2. The tab you are currently viewing will be underlined and colored blue.
Focused Inbox for Office 365 Outlook Web Access (OWA)

Moving Emails Between Focused and Other Tabs

1. From your inbox, select the Focused or Other tab, and then right-click the message you want to move.

2. Select “Move to Focused” or “Move to Other” (depending on which tab the email is currently in)

3. Select Move this conversation if you want only the selected message moved. Select Always move if you want all future messages from the sender to be delivered to the specified tab.

Turning off Focused Inbox

1. Click on the Gear-shaped icon near the top right corner of your screen to open the Settings menu
2. Click on “Display settings”
3. Click on “Focused Inbox”
4. Select “Don’t sort messages”
5. Click “OK”